Residential Recycling and Diversion Programs

Participate in the following recycling and diversion programs to reduce your trash.

- **Quarterly Residential Newsletters:** Keep an eye out in your quarterly invoice for newsletters outlining topics such as recycling tips, waste reduction, seasonal recycling programs and more!
- **Additional Bag Collection:** During the first 2 collection days of the year, customers can place up to 5 additional bags of recyclables curbside at no cost!
- **Recyclable Materials Collection:** Recyclables and Greenwaste will be collected curbside once per week for urban areas and one time every other week for rural areas (see maps included in this packet for your collection schedule).
- **Greenwaste Materials Collection:** Rural areas may request one additional recycling cart at no charge. Urban areas may request an additional cart for a small monthly fee.
- **Additional Carts:** Rural areas may request one additional recycling cart and one additional greenwaste cart at no charge. Additional carts are available for a small monthly fee. Urban areas may request additional recycling and greenwaste carts for a small monthly fee.
- **Cleanup Events:** WM offers bulky waste drop off events twice per year to both residential and multi-family customers at no charge. Stay tuned for upcoming events!
- **Additional Service:** Additional bulky item pickups are available for a fee.
- **Christmas Trees:** WM will collect your tree curbside on the first two regularly scheduled collection days in January at no additional charge.

Residential and Commercial Billing Information

Waste Management provides multiple options for paying your bill including mail in, phone, online and in person payment using cash, check and credit card. Additional information about payment options will be included with your invoice.

**Phone:** Contact 559-834-4070 to pay your bill over the phone.

**Online:** Our “ezPay” online payment system allows customers to pay their bills on-line using their credit card. This convenient payment option can be accessed by simply clicking on ezPay at www.WM.com, and is a secure site that is available 24 hours a day.

**In Person:** Customers can make payments in person using cash or check at the payment site located below. (Please note there is a convenience fee per transaction.) Please call Waste Management Customer Service at 559-834-4070 for a complete list of over 20 locations.

Wal-Mart Store 1819 East Noble Ave Visalia CA 93292
Wal-Mart Store 1110 East Prosperity Ave Tulare CA 93274
Ace Cash Express 170 E. Cross Tulare CA 93274
Ace Cash Express 1550 N. Ben Maddox Visalia CA 93292
K-Mart 1475 Hillman Street Tulare CA 93274

Waste Management is pleased to provide Refuse and Recycling Services to Tulare County residents.

Waste Management and the County of Tulare recently renegotiated our Franchise Agreement. What does this mean to you? New programs and services provided to you at no additional charge! As always, you have our commitment to provide you with our very best efforts, excellent service and the smoothest transition possible.

Collection Services Beginning October 1st

Trash collection is provided once per week. Please refer to the map included in the packet to determine if your service day has changed.

- **All residential and commercial** customers are now required to participate in a curbside recycling program. Urban areas receive recycling service once per week. More rural areas receive recycling every other week. Please refer to the map included in the packet to determine your collection day and recycling schedule.

Please continue to utilize your existing curbside carts and existing collection schedule until the new program begins on October 1st, 2015.

Frequently Asked Questions

**Will I receive new carts?** All residential and commercial customers are now required to participate in a curbside recycling program. As a result, customers who currently do not have recycling carts received new recycling containers. If you are currently recycling at your home, please continue to utilize your existing carts.

**Will my rates change?** Residential customers will not experience a rate adjustment. Commercial customers will receive an adjustment. You will receive a rate adjustment notification in the mail prior to October 1st.

**What is my new collection day?** The large majority of our customers will continue to receive service on the same day. Please refer to the map included in the packet to determine your collection day and recycling schedule.

**Can I make changes to my service?** Please allow us time to roll out the new recycling programs. Should you require changes to your current account, please contact Waste Management Customer Service Center at 559-834-4070 after October 1st.

Holiday Schedule

Waste collection does not occur on the following holidays:

- New Year’s Day
- Memorial Day
- 4th of July
- Labor Day
- Thanksgiving Day
- Christmas Day

When a holiday falls on a weekday, your collection will be delayed by one day for the remainder of the week. If a holiday falls on a Saturday or Sunday, there will be no delays in your service and your pick up days.

Information Regarding County of Tulare Recycling and Refuse Services
**What Goes in Your Cart**

**Recycling**

- **Paper/Cardboard**
  - Newspaper
  - Mixed paper
  - Cardboard
  - Telephone Books, Magazines, Catalogs
  - Junk mail
  - Paper bags
  - Cereal boxes (with plastic liner removed)
  - Empty Paper Towel and Bath Tissue Rolls
  - Paper Egg Cartons
  - Frozen Food Boxes
  - Detergent Containers
  - Cartons / cardboard milk containers
  - Clean and dry paper cups

- **Plastics**
  - Plastic Beverage Bottles (CRV #1-7)
  - Plastic Bottles / jars (CRV #1-2)
  - Plastic Cups
  - Plastic Condiment Bottles
  - Plastic Milk Containers
  - Juice Bottles
  - Plastic bags (bundle inside a plastic bag, tie, & place in cart)

- **Metal/Glass**
  - Aluminum beverage cans
  - Tin cans (canned vegetables & soups)
  - Food jars – sauce, mayo, pickles (no residue)
  - Beverage glass bottles - wine, beer, liquor, juice

- **Textile/Clothing**
  - Place used clothing/textiles inside a clear plastic bag inside your cart.

**Green Waste**

- **Acceptable items**
  - Grass / Leaves / Brush
  - Shrubs / Tree Branches
  - Plants / Weeds
  - Garden Trimmings
  - Sawdust
  - Pumpkin
  - (No: palm fronds, paper, plastic, soil, rocks, cactus/yucca, manure, food waste, or animal waste)

- **Bundled Green Waste:**
  - Bundled green waste must not exceed 5’ feet in length or weigh more than 50 pounds. Please place beside or on top of your green waste cart.

**Trash**

- **Acceptable items**
  - Polystyrene foam (please bag)
  - Contaminated Pizza Boxes
  - Soiled Paper Towels / Tissues
  - aluminum Foil
  - Plates / Napkins
  - Soiled Paper Cups

**Programs to Safely Dispose of Household Hazardous Waste and Ewaste**

**WHERE TO DISPOSE OF YOUR HOUSEHOLD HAZARDOUS WASTE**

- **Pena’s Recycle**
  - 12094 Avenue 408, Cutler CA
  - Tues, Thurs, Sat 8:00am-5:00pm

- **Porterville Drop-off**
  - 555 N. Prospect
  - (3rd Saturday of the Month, 8:00am - 12:00 pm)

- **Visalia Sears**
  - 3501 Mooney Blvd
  - Monday - Thursday 10:00am - 3:00pm

- **Tulare Drop-off:**
  - (E-Waste only)
  - 3981 S. "K" St. – 93274
  - Monday - Friday 8:00Am - 4:00pm

- **Visalia CSET Drop-off:**
  - (E-Waste only)
  - 312 NW 3rd Ave. – 93291
  - Monday - Friday 8:00Am - 4:00pm

**Customer Service 559-834-4070**